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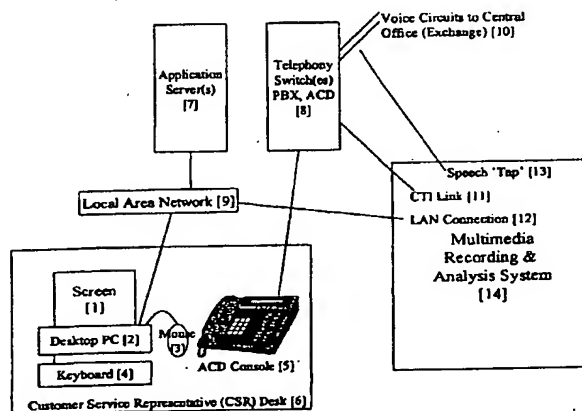
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(54) Title: AUTOMATIC INTERACTION ANALYSIS BETWEEN AGENT AND CUSTOMER



(57) Abstract: The present invention provides for a method of monitoring sets of related communication signal streams comprising the steps of analysing the content or parameters associated with a component of one of the signal streams according to a first analysis criteria, analysing a second component of a related signal stream or parameter associated therewith, according to a second analysis criteria, providing results of the analysis of the said one of the signal streams and which is responsive to the said analysis according to the second criteria. Also, the analysis of the energy envelope (in particular identifying clipping, determining sound/silence ratios) representative of at least one communication signal can be provided for. The method of the present invention can further include steps of conducting speech recognition of the identification of words and/or phrases within a communications traffic stream and in which the scale and/or nature of recognition analysis applied to the speech recognition is varied responsive to the analysis of content or parameters associated with the communication stream. Furthermore an embodiment shows the monitoring of the usage of a user interface such as a keyboard or mouse action monitor.

WO 03/013113 A3